

NUMBER RETENTION SERVICE**A. Description**

Number Retention Service (NRS) is classified as a competitive telecommunications service for all business customers in Access Area A, Access Area B, and Access Area C. NRS is an optional service which allows calls placed to telephone numbers equipped with NRS to be automatically forwarded to a dialable telephone number served by the same central office switch or by a different central office switch located in the same central office area building serving the same exchange. The calling party pays only the applicable charges to call the number equipped with an NRS feature.

NRS is offered only where facilities permit.

Each NRS feature allows simultaneous forwarding of up to a maximum of twelve (12) calls or an unlimited call path threshold with a 1,000 message cap per NRS line. Messages exceeding the cap per line will be billed at the local usage rate.

The customer of record must subscribe to sufficient facilities at the terminating station to adequately handle calls without impairing, disrupting, or deteriorating services offered by the Company.

NRS is provided by adding the telephone numbers to the Centrex Common Block. In the event of a number conflict with the Centrex dialing plan, the company will provide NRS through special software arrangements.

B. Terms and Conditions

1. NRS is not offered where the terminating station is a coin telephone.
2. The company will not provide identification of the calling telephone number or call detail associated with calls to the NRS equipped number.
3. The company cannot guarantee satisfactory transmission on forwarded calls since the grade of transmission may vary depending on location of the calling party in relation to the terminating station.
4. NRS is not represented as suitable for the transmission of data.
5. NRS is not offered in conjunction with Remote Call Forwarding.
6. Call Forwarding is not offered as a feature on the line to which the NRS call is being forwarded.
7. Only one NRS feature is allowed per number retained.
8. NRS is limited to Business or Centrex lines converting to Centrex service only.
9. The Company reserves the right to limit the numbers retained due to facility availability.

NUMBER RETENTION SERVICE (cont'd)**C. Prices**

The rates and charges listed below are in addition to rates and charges for service with which this service is associated:

1. Service Elements

| <u>Description /Billing Code/</u> | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|----------------------------|---------------------|
| Same Central Office Switch, add to common block only, per number retained | \$20.00 | None |
| Same Central Office Switch, number conflict with dialing plan per number retained and up to: - 1 to 12 Call Path Range | 60.00 | \$12.50 |
| Unlimited Call Paths with 1,000 message cap, per number retained | 60.00 | 22.00 |
| Messages over 1,000 | Local usage rates apply | |
| Different Central Office Switch, Same Central Office Building, Same Exchange Area within Same Central Office building per number retained and up to: - 1 to 12 Call Path Range | 60.00 | 12.50 |
| Unlimited Call Paths with 1,000 message cap per number retained | 60.00 | 22.00 |
| Messages over 1,000 | Local usage rates apply | |
| Subsequent Change Charge - Change the number to which calls are forwarded - Change the quantity of call paths | 20.00 | None |

2. Other Applicable Charges and Payments

Applicable Service Charges will apply.

The calling party is responsible for payment of the applicable charges for the sent-paid calls to the number equipped with NRS. For collect calls, the customer with NRS is responsible for payment of charges if the call is accepted by the forwarded number.

FEATURELINK SERVICE**A. Description**

FeatureLink Service is a service arrangement offered from a Company central office which provides an enhanced feature capability to individual business exchange access customers requiring 1 to 30 lines.

FeatureLink Service provides a set of standard features on each line. Optional features are also available at additional charge.

FeatureLink Service is classified as competitive for all business customers in all Access Areas.

B. Definitions**Term Payment Plan**

A period of time selected by the customer from among those currently offered by the Company, over which the customer agrees to pay a specified price for a product/service.

C. Terms and Conditions**1. Provision of Service**

FeatureLink Service is provided on individual business exchange access lines and is offered for only 1 to 30 lines subject to the availability of facilities. Variations in the switching and control equipment used may cause differences in the operations or availability of certain features. FeatureLink Service is furnished subject to central office switching capacity and the availability of outside plant facilities.

FeatureLink Service is not available on FX Service, Remote Switching Service, WATS access lines, PBX, Centrex, Public or Semi-Public Coin Service.

2. Transmission Requirements

Loop Start Signaling - All lines are provided on a single two-wire facility with loop start signaling. Ground Start is available as an option.

3. Cancellation of Service

In the event of a customer initiated cancellation of service, equipment and/or facilities before completion, or after installation is completed, but prior to service being established, the loss of equipment and facilities in the process of building or being installed, cost of installation labor, cost of removal and other expenses will apply. In addition, *Service Connection Charges* may also be applicable.

FEATURELINK SERVICE (cont'd)

D. Features

The following features are available on all FeatureLink Service lines as either standard or optional (provided at an additional charge):

1. Feature Availability

FeatureLink Service

| | |
|-------------------------------------|------|
| Call Forwarding - Busy Line | Std. |
| Call Forwarding - Don't Answer | Std. |
| Call Forwarding – Variable | Std. |
| Call Transfer Deluxe | Std. |
| Caller ID | Opt. |
| Caller ID with Name | Opt. |
| Conference Calling - 3 Way | Std. |
| Consultation Hold | Std. |
| Ground Start Line | Opt. |
| Message Waiting Indicator – Audible | Std. |
| Simultaneous Ring One Number | Opt. |
| Speed Calling – Thirty | Opt. |

FEATURELINK SERVICE (cont'd)**D. Features (cont'd)**

2. Standard Features

Call Forwarding - Busy Line

Allows incoming calls to a busy line to be routed to a preselected line.

Station Activation allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

Call Forwarding - Don't Answer

Allows incoming calls to automatically route to a preselected line when the called station is not answered after a preset number of rings.

Ring Cycles defines a predetermined number of rings before the Call Forwarding - Don't Answer feature is invoked on a per line or per system basis.

Station Activation allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

Call Forwarding - Variable

Allows a customer to activate routing of incoming calls to another line in their key system or to an external number.

Reminder Ring provides a ring splash when a call is forwarded and the called number is idle.

Station Activation allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

Call Transfer - Deluxe

Allows incoming and outgoing calls to be transferred to another line in the key system or to an external number.

Conference Calling - 3 Way

Allows a customer to add a third party to an existing call.

Consultation Hold

Allows a customer to place a call in progress on hold and originate another call from the same line with privacy.

Message Waiting Indicator - Audible

Provides an audible tone signal, e.g., stutter dial tone, on a line to indicate a message waiting condition.

FEATURELINK SERVICE (cont'd)**D. Features (cont'd)****3. Optional Features****Caller ID**

Allows incoming numbers from outside the system to be displayed, where facilities permit, on compatible Customer Provided Equipment. In addition, the date and time of the call is displayed.

Free per Call Blocking Service is available for customers who are served from appropriately equipped central offices. Customers may prevent delivery of their telephone numbers to Caller ID subscribers on a per call basis by activating the appropriate Caller ID activation code prior to placing the call.

Blocked Calling Party Number Identification will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements.

Caller ID with Name

Provides the name associated with the calling party number, or an indication of anonymity or unavailability in lieu of the name, to the called party where facilities permit. Caller ID with Name is an optional feature to Caller ID and is not provided without Caller ID.

Ground Start Line Operation

Permits an FeatureLink Service line, equipped with ground start signaling, to be terminated in a PBX System, Automatic Call Distributor or Multifunction System (hybrid), i.e., a system that can be arranged through the common equipment to satisfy both the definition of Dial Private Branch Exchange Service and Button Telephone Service.

Simultaneous Ring One Number (SR-ON)

Causes one additional telephone number of the customer to ring simultaneously whenever the FeatureLink station number is dialed. The customer's FeatureLink station and the SR-ON telephone number must be served from the same central office switch.

SR-ON is only available in suitably equipped central offices. Other restrictions and limitations may apply.

Speed Calling - Thirty

Allows a customer to place calls to a customer programmed list of 30 numbers by dialing an access code.

E. Technical References

All Customer Provided Equipment used to interface with FeatureLink Service is required to conform with the Technical Reference Specifications as used by the Company.

FEATURELINK SERVICE (cont'd)**F. Prices**

The following prices are applicable to standard installations of FeatureLink Service and are in addition to all other charges for exchange access lines or other associated services and equipment necessary to provide telecommunications service.

Refer to the *Other Applicable Charges* section for additional charges associated with the provision of FeatureLink Service.

1. Service Elements

| Description <u>/Billing Code/</u> | Nonrecurring <u>Charge</u> | <u>Monthly</u> | Monthly Payment <i>Term Payment Plans</i> | |
|--|-------------------------------|----------------|--|--|
| | | | <u>36</u> <u>Months</u> | <u>60^{1/1}</u> <u>Months</u> |
| Service Establishment Charge /E2P/ | \$50.00 | | | |
| Access Area A Per Package, Per Line /PGOEA/ | | | | |
| 1+ pkg category | \$15.00 | | - | - |
| 2+ pkg category | 15.00 | \$7.00 | \$6.00 | |
| 5+ pkg category | 15.00 | 5.50 | 5.00 | |
| 12+ pkg category | 15.00 | 4.25 | 4.00 | |
| 20+ pkg category | 15.00 | 3.50 | 3.25 | |
| Access Area B Per Package, Per Line /PGOEB/ | | | | |
| 1+ pkg category | 15.00 | | - | - |
| 2+ pkg category | 15.00 | 7.00 | 6.00 | |
| 5+ pkg category | 15.00 | 5.50 | 5.00 | |
| 12+ pkg category | 15.00 | 4.25 | 4.00 | |
| 20+ pkg category | 15.00 | 3.50 | 3.25 | |

/1/ Effective September 1, 2013, the 60-month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60-month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

FEATURELINK SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

| <u>Description</u> <u>/Billing Code/</u> | <u>Nonrecurring</u> <u>Charge</u> | <u>Monthly</u> | <u>Monthly Payment</u> | | <u>Term Payment Plans</u> | | | |
|--|--------------------------------------|----------------|----------------------------|---|---------------------------|--|--|--|
| | | | <u>36</u> <u>Months</u> | <u>60^{1/}</u> <u>Months</u> | | | | |
| Access Area C | | | | | | | | |
| Per Package, Per Line /PGOEC/ | | | | | | | | |
| 1+ pkg category | \$15.00 | | - | - | | | | |
| 2+ pkg category | 15.00 | | \$7.00 | \$6.00 | | | | |
| 5+ pkg category | 15.00 | | 5.50 | 5.00 | | | | |
| 12+ pkg category | 15.00 | | 4.25 | 4.00 | | | | |
| 20+ pkg category | 15.00 | | 3.50 | 3.25 | | | | |
| <i>Optional Features</i> | | | | | | | | |
| Speed Calling - Thirty | | | | | | | | |
| - including initial access to list, per list /ZSCC3/ | \$10.75 | 6.80 | 3.00 | 2.75 | | | | |
| Ground Start Line | | | | | | | | |
| - per line /GST2Y/ | 5.00 | 10.00 | 4.50 | 4.00 | | | | |
| Caller ID (see <i>Other Applicable Charges</i>) | | | | | | | | |
| Caller ID with Name (see <i>Other Applicable Charges</i>) | | | | | | | | |
| Simultaneous Ring One Number (see <i>Other Applicable Charges</i>) | | | | | | | | |

/1/ Effective September 1, 2013, the 60-month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60-month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply. (C)

FEATURELINK SERVICE (cont'd)**F. Prices (cont'd)**

2. Other Applicable Charges and Payments

Subsequent Activity

Charges apply for subsequent moves and changes as specified for exchange access lines.

References:

| <u>Service</u> | <u>Reference</u> |
|------------------------------|-------------------|
| Exchange Access | Part 4, Section 2 |
| Caller ID | Part 7, Section 2 |
| Caller ID with Name | Part 7, Section 2 |
| Simultaneous Ring One Number | Part 5, Section 1 |

FEATURELINK SERVICE (cont'd)**F. Prices (cont'd)**

3. Payment Plans

- Month to Month

The minimum period is one month, unless otherwise specified.

- Term Payment Plans

The Term Payment Plan (TPP) is a plan which allows customers to pay a fixed price for equipment and service over optional payment periods. A different monthly price applies for the duration of each payment period. The monthly price varies inversely with the length of the payment period, e.g. the monthly price for a shorter period is greater than for a longer period. The same payment plan must apply to all lines and features.

Term Payment Plans are available for periods of 36 and 60^{/1} months.

During the effective term period, the monthly price is not subject to Company-initiated changes for payment periods longer than one month.

Contract Options

Prior to the completion of a contract, a customer may enter into a new contract for a period equal to, or greater than, the life of the original contract at the prices currently in effect at the time of the new contract. The customer will begin paying the new contract prices on the day of signing the new contract.

Upon expiration of a contract, if the customer does not elect to subscribe to a new contract and does not request discontinuance of the service, service will be continued on a month-to-month basis. The month-to-month prices currently in effect at the time of expiration of the contract will apply. Once on a month-to-month basis the customer will not have an additional service commitment and will no longer be subject to termination charges. The month-to-month payment plan will be subject to Company initiated price changes.

/1/ Effective September 1, 2013, the 60-month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60-month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply. (C)

FEATURELINK SERVICE (cont'd)**F. PRICES (cont'd)**

4. Termination Charges

Full Termination

Discontinuance of the entire service within the initial service contract period will result in termination charges.

The termination liability for the 36- and 60^{/1}-month Term Payment Plan is calculated as follows:

*Termination Liability = 35% * [number of packages contracted for] * [remaining number of months under contract] * [monthly price]*

Partial Termination

Partial Termination applies when the actual number of packages drops below the contracted amount in any given month. The customer will be liable for the billing shortfall.

No Termination Liability Condition

A customer may upgrade to Centrex Service without termination liability if the Centrex Service agreement is signed for an equal or greater line commitment and an equal or greater term commitment.

/1/ Effective September 1, 2013, the 60-month TPP term period is no longer available for new installations or renewals of FeatureLink Service. FeatureLink customers currently on a 60-month TPP term period may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply. (C)

TOUCH-TONE CALLING SERVICE**A. General**

1. Touch-Tone Calling Service provides for the origination of calls using tone-type address signaling and special central office facilities. This local exchange telecommunications service is furnished subject to the availability of the central office facilities.
2. Touch-Tone Calling Service is furnished with telephone exchange service, as shown in Part 4, Section 2 and Part 13.
3. Rates and charges for Touch-Tone Calling Service in connection with certain other Company-provided services are shown elsewhere in this guidebook and are in addition to those shown below.
4. Touch-Tone Calling Service shall apply to all the customer's lines if any of the customer's lines are arranged for hunting, including any lines blocked from outgoing calls through an action or request of the customer.

B. Rates and Charges

| | <u>Per Mo.</u> |
|--|----------------|
| Per exchange access line equipped for Touch-Tone Calling Service | \$0.00 |
| Business and Semipublic | 0.00 |
| P.B.X. Trunks, each | 0.00 |

DIRECT CONNECT**A. General**

Direct Connect provides for automatic dialing of a single fixed telephone number from an exchange line. This feature is available only in properly equipped ESS central offices.

B. Rates and Charges

| | <u>I.N.C.</u> | <u>Per Mo.</u> |
|--|---------------|----------------|
| The following charges are in addition to charges for exchange service (as specified in Part 4, Section 2): | | |
| Direct Connect feature /ODC/ | \$27.14 | \$116.00 (I) |

ANSWER SUPERVISION WITH LINE SIDE INTERFACE**A. Feature Description**

This feature offers the capability on a Business Direct Line or Customer Owned Pay Line of determining when answer supervision has been returned by the terminating station. It is only available from appropriately equipped offices and may be incompatible with other optional central office features or services. This feature is further described in technical reference AM-TR-MKT-000071.

The technical reference document is available from:

APEx Support Team
(734) 523-7348

B. Rates and Charges

| | <u>Monthly Rate</u> |
|--|---------------------|
| Answer Supervision with Line Side Interface Per line equipped /USW1X/ | \$0.67 |

Pursuant to ILL. C.C. Order in Docket No. 98-0195 dated November 12, 2003.

COMPLETE CHOICE® ENHANCED**A. Description**

Complete Choice Enhanced offers residence customers a combination of Custom Calling and Advanced Custom Calling features with a network access line and unlimited local calling at a package rate.

B. Definitions

Complete Choice Enhanced is offered to residence customers and consists of the following services:

Residence Network Access Line
Residence Saver Pack Unlimited
Caller ID
Caller ID with Name
Call Waiting
Three-Way Calling
Call Forwarding
Speed Calling 8
Automatic Callback
Call Screening
Busy Line Transfer (optional)
Alternate Answering (optional)
Message Waiting Tone (optional)
Star Code Access to Voice Mail (optional)

C. Terms and Conditions

1. Call Waiting, Caller ID and Caller ID with Name may be de-selected from the Complete Choice Enhanced, or re-selected at any time, with no adjustment to the package price. The Service Order Add/Change charge as specified in Part 3, Section 1 does not apply to these changes.
2. Caller ID, Caller ID with Name and Call Screening are not included in Complete Choice Enhanced where facilities preclude the provisioning of these features. A credit will apply to Complete Choice Enhanced when Caller ID is not included. No credit is given if the customer deselects Caller ID.
3. Reserved (C)
(D)
4. Busy Line Transfer, Alternate Answering, Message Waiting Tone and Star Code Access to Voice Mail may be added to Complete Choice Enhanced, at any time, with no adjustment to the package price. The Service Order Add/Change charge as specified in Part 3, Section 1 does not apply to these changes.
5. Pay per use features and their associated charges are not included in the Complete Choice Enhanced price.

COMPLETE CHOICE® ENHANCED (cont'd)**C. Terms and Conditions (cont'd)**

6. All services must be purchased on the same access line to qualify for the Complete Choice Enhanced price. The package may be ordered on the customer's primary or additional line.
7. Existing residence customers who currently subscribe to all component services in the Complete Choice Enhanced may request billing at the package price. The only applicable nonrecurring charge to make this change is the Complete Choice Enhanced nonrecurring charge as specified in *D. Prices* below.
8. Complete Choice Enhanced subscribers will benefit from the package price until they disconnect any of the required component services (i.e., non-optional components shown in *B. Definitions* preceding).
9. Discounted monthly rates for any other combinations of the services provided in the Complete Choice Enhanced package on the same access line, as specified elsewhere in this guidebook, do not apply under the Complete Choice Enhanced.
10. Complete Choice Enhanced may also be bundled with other additional services at a combined price that exceeds the Complete Choice Enhanced guidebook price.
11. Complete Choice Enhanced may be included in other packages or bundles that are marketed under other names.
12. Features and services purchased in excess of those allowed in the package will be charged at their standard guidebook rates.
13. Complete Choice Enhanced is available to any residence customer where all the package components are available, except as specified in *C. Terms and Conditions*, paragraph 2. preceding.
14. The nonrecurring charge specified in *D. Prices* following will apply to the installation of the Complete Choice Enhanced package at the time a new or existing customer subscribes to the package. The Complete Choice Enhanced nonrecurring charge will not apply if the customer selects/de-selects Call Waiting, as long as the customer maintains the Complete Choice Enhanced package on the same line. The Complete Choice Enhanced nonrecurring charge is a line-level charge. If a customer subscribes to the Complete Choice Enhanced on an additional line, the nonrecurring charge is applicable for each line. (C)
15. The nonrecurring Service Order Add/Change charge will not apply when existing customers add or make changes to the package. Nonrecurring Service Order – Establish and Line Connection charges may apply when a new or existing customer subscribes to the Complete Choice Enhanced package in concurrence with establishing a new or additional Residence Access Line.

COMPLETE CHOICE® ENHANCED (cont'd)**D. Prices**

The Rates and Charges specified for Complete Choice Enhanced package are as follows:

| <u>Description</u> | <u>Monthly Rate</u> | <u>Nonrecurring Charge</u> |
|---|---------------------|----------------------------|
| Complete Choice Enhanced, Access Area A | \$48.00 (I) | \$5.00 |
| Access Area B | 48.00 | 5.00 |
| Access Area C | 48.00 | 5.00 |
| Complete Choice Enhanced, where Caller ID and Caller ID with Name cannot be provisioned in ... | | |
| Access Area A ^{/1/} | 47.00 | 5.00 |
| Access Area B ^{/1/} | 47.00 | 5.00 |
| Access Area C ^{/1/} | 47.00 (I) | 5.00 |

E. References

The Complete Choice Enhanced package components are provided in accordance with the terms and conditions of their applicable guidebooks except as noted in *C. Terms and Conditions* and *D. Prices*.

| <u>Service</u> | <u>Reference</u> |
|---------------------------------------|-------------------|
| Residence Network Access Line | Part 4, Section 2 |
| Residence Saver Pack Unlimited | Part 4, Section 2 |
| Custom Calling Features | Part 7, Section 1 |
| Advanced Custom Calling Features | Part 7, Section 2 |
| Complementary Central Office Services | Part 7, Section 3 |
| Star Code Access to Voice Mail | Part 7, Section 3 |

^{/1/} This rate reflects a \$1.00 monthly credit as described in *C. Terms and Conditions*, paragraph 2.

COMPLETE CHOICE® ENHANCED (cont'd)**E. References (cont'd)****Additional Line Retention \$10 Offering^{/1}**

The Additional Line Retention \$10 offer will be offered to eligible residential customers who call to disconnect their additional network access line and agree to retain their additional network access line and Select Feature Package or Complete Choice Enhanced package. Eligible customers who agree to keep their additional access line and the package will receive a \$10 credit for as long as the required components are retained. Customers must keep the required services for 30 days to receive the benefit of this offer. This discount cannot be combined with any other regulated retention offer and is available for one additional line only.

Complete Choice Enhanced Retention Offer

Effective January 1, 2021, this offer is no longer available to new subscribers. Existing subscribers may retain the 12-month credit through the end of their promotion period.

(N)
(N)

A retail offer is established for residential customers who call to disconnect service with AT&T and elect to retain service and subscribe to the Complete Choice Enhanced package may receive a bill credit of \$8.00 per month for 12 months on a maximum of two access lines.

- This offer is for retention purposes only.
- Customers must have or newly subscribe to Complete Choice Enhanced on each line, up to a maximum of two lines, to receive the monthly credit.
- If the customer adds features to qualify for the Complete Choice Enhanced package, the nonrecurring charge(s) and/or package fee will be waived.
- Eligible customers may only receive this offer once during the offer period.
- This offer may not be combined with other AT&T Illinois residence line retention offers, including but not limited to the Residence Access Line Retention Offer.
- Monthly credits will cease if the customer disconnects the line or the package or moves from their current location.
- The access line(s) must be in service for a minimum of 60 days before the customer becomes eligible for this offer.
- Customers must keep the required services for 30 days to receive the benefit of this offer.
- AT&T may discontinue this offer upon 14 days notice.

(D)
(D)

/1/ Effective October 1, 2014, the Additional Line Retention \$10 Offering will no longer be available. Customers receiving the benefit of this offer as of September 30, 2014, may continue to receive the benefit provided they maintain the required components.

/1/ Material now appears in Part 20, Section 7, Sheet 1

/1/ Material now appears in Part 20, Section 7, Sheet 2.

/1/ Material now appears in Part 20, Section 7, Sheet 3.

SERVICE PROVIDER NUMBER PORTABILITY**A. General**

1. Service Provider Number Portability (SPNP) is only available to telecommunications carriers for use in the provision of a telecommunications service as specified and to the extent required by the Telecommunications Act of 1996, Pub. L. No. 104-104, 110 Stat. 56 (1996) ("The Act") and the rules and regulations of the Federal Communications Commission and the Illinois Commerce Commission.
2. SPNP is a service arrangement provided by the Company to Telecommunications Carriers whereby a customer, who switches subscription to local exchange service from the Company to a Telecommunications Carrier is permitted to retain for their use the existing Company assigned telephone number provided that the customer's service location remains within the same Company serving wire center, rate center, or rate center district, whichever is smallest.

B. Rules and Regulations

1. SPNP services are only available to Telecommunications Carriers.
2. SPNP services and facilities will only be provided, where technically feasible, subject to the availability of facilities and may only be furnished from properly equipped central offices. SPNP services and facilities are not offered for mass calling NXX Codes, 555, 976, and 950 NXX Codes, FX service or coin telephone service.
3. When the exchange service offering(s) associated with SPNP services are provisioned using remote switch(es), connections to SPNP transport service is only available from host central offices.
4. General Regulations as found in Part 2 apply to this Section unless otherwise specified in this Section. The term "customer," which appears in Part 2 of the General Regulations, is the equivalent of the term "Telecommunication Carrier" as used in this Section.
5. SPNP-Remote, as specified in F.1. following, and SPNP-Direct, as specified in F.2. following, are only available to Telecommunications Carriers in areas where SPNP-Location Routing Number (LRN) is not available. Telecommunications Carriers shall migrate from SPNP-Remote and SPNP-Direct to SPNP-LRN as soon as practicable, but no later than 120 days from the last day of the quarter in which the F.C.C. has mandated SPNP-LRN be available in a particular metropolitan statistical area (MSA). Requests for SPNP-Remote and SPNP-Direct will also not be processed after the last day of the quarter in which the F.C.C. has mandated SPNP-LRN be available in a particular Metropolitan Statistical Area (MSA). The parties shall provide long-term number portability to each other in accordance with rules and regulations prescribed by the F.C.C. and/or the Illinois Commerce Commission.

Issued Pursuant to R-18946, dated April 8, 1998.

SERVICE PROVIDER NUMBER PORTABILITY (cont'd)**C. Responsibilities of the Company**

1. The Company's sole responsibility is to comply with the service requests it receives from the Telecommunications Carriers and to provide SPNP in accordance with its guidebook.
2. The Company is not responsible for the allocation of charges for resold or shared SPNP services or for misdialed calls.

D. Responsibilities of the Telecommunications Carriers

1. Prior to submitting an order for SPNP, a Carrier must have obtained documentation from the customer (e.g., written or electronic authorization, tape recorded conversation, or password verification, etc.), explicitly authorizing the Carrier to provide local exchange telecommunications services to the Carrier's Customer (Documentation of Authorization). The Carrier must retain all Documentation of Authorization on file, which shall be available for inspection during normal business hours.

In the event that the Carrier submits an order for SPNP, and the end user notifies the Company, within the greater of 90 days or two (2) billing cycles of the date the Carrier submitted an order for SPNP, that the end user did not authorize the Carrier to provide local exchange telecommunications services to the end user (Unauthorized Switching), the Carrier must provide the Company with that end user's Documentation of Authorization within three (3) business days. In the event that the Carrier cannot provide the Documentation of Authorization within three business days, the Carrier must within three business days thereafter:

1. notify the Company to change the end user back to the local exchange carrier providing service to the end user before the change to the Carrier was made, and
2. provide any end user information and billing records the Carrier has obtained relating to the end user, to the prior Carrier, and
3. notify the end user and the Company that the change has been made, and
4. pay the Company \$50.00 per line to compensate the Company for switching the end user back to the original carrier.

Carrier's Customers or Company's Customers may request the Company to permit changes of their Primary Local Exchange Company (PLEC) only upon end user password-based notification to the Company that the end user wishes to change its PLEC. In such a situation, the Company will not change an end user's PLEC without such password-based notification.

Issued Pursuant to R-18946, dated April 8, 1998.

SERVICE PROVIDER NUMBER PORTABILITY (cont'd)**D. Responsibilities of the Telecommunications Carriers (cont'd)**

2. The Telecommunications Carrier is responsible for coordinating the provision of service with the Company to assure that its switch is capable of accepting SPNP ported traffic.
3. The Telecommunications Carrier is solely responsible to provide equipment and facilities that are compatible with the Company's service parameters, interfaces, equipment and facilities. The Telecommunications Carrier is required to provide sufficient terminating facilities and services at the terminating end of an SPNP call to adequately handle all traffic to that location and is solely responsible to ensure that its facilities, equipment and services do not interfere with or impair any facility, equipment or service of the Company or any of its end users. In the event that the Company determines in its sole judgment that Telecommunications Carriers will likely impair or is impairing, or interfering with any equipment, facility or service of the Company or any of its end users, the Company may either refuse to provide SPNP service or terminate it in accordance with all rules, standards and guidelines adopted by the FCC for SPNP-LRN.
4. The Telecommunications Carrier is responsible for providing an appropriate intercept announcement service for any telephone numbers subscribed to SPNP services for which it is not presently providing local exchange service or terminating to an end-user.
5. Where the Telecommunications Carrier chooses to disconnect or terminate any SPNP service, it is responsible for designating the preferred type of announcement to be provided by the Company at appropriate intercept rates.
6. The Telecommunications Carrier is responsible for all charges for the provisioning of SPNP services as set forth in the pricing section of this guidebook following.
7. The Telecommunications Carrier is responsible for designating to the Company at the time of its initial service request for SPNP services one of the following options for the handling and processing of Collect, third party, and other operator handled non-sent paid calls from or to SPNP (C) assigned telephone numbers: (1) the Telecommunications Carrier may request that the Company block all such calls; (2) the Telecommunications Carrier may accept billing from the Company for such calls; or (3) the Telecommunications Carrier may negotiate a separate, detariffed billing and collection agreement with the Company establishing the call handling, processing and billing responsibilities of the parties.

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SERVICE PROVIDER NUMBER PORTABILITY (cont'd)**E. Limitations of Service**

1. The Company is not responsible for adverse effects on any service, facility or equipment from the use of SPNP services.
2. End to end transmission characteristics may vary depending on the distance and routing necessary to complete calls over SPNP facilities and the fact that another carrier is involved in the provisioning of service. Therefore, end-to-end transmission characteristics can not be specified by the Company for such calls.
3. The Company is not responsible to the Telecommunications Carrier if necessary changes in protection criteria or in any of the facilities, operation, or procedures of the Company renders any facilities provided by a Telecommunications Carrier obsolete or renders modification of the Telecommunications Carrier's equipment necessary.
4. The Company will provide SPNP-LRN in accordance with all rules, standards and guidelines adopted by the FCC for SPNP-LRN.

Technical References

| <u>Subject</u> | <u>Technical Reference</u> |
|----------------|----------------------------|
| SPNP-LRN | AM-TR-NIS-00145 |
| | AM-TR-00146 |

The Technical Reference can be obtained from:

APEX Support Team
(734) 523-7348

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SERVICE PROVIDER NUMBER PORTABILITY (cont'd)**F. Service Descriptions**

1. Service Provider Number Portability - Remote (SPNP-Remote)
 - a. SPNP-Remote is a local exchange telecommunications service whereby a call dialed to an SPNP-Remote equipped telephone number, assigned to the Company, is automatically forwarded over EOI trunks to a Telecommunications Carrier's assigned, local 7/10 digit telephone number, within the same MSA and same state. The forwarded-to-number is specified by the Telecommunications Carriers and where technically feasible and at the option of the Telecommunications Carriers may be preceded by a Carrier Identification Code (CIC) for added routing flexibility. Where a CIC is included, the call is transported over Feature Group D trunks and access charges will apply as appropriate.
 - b. The calling party is responsible for payment of the applicable charges for sent-paid calls to the SPNP-Remote number. For calls from the SPNP-Remote number to the call forwarded number, no Business Usage minutes of use or Message Unit charges apply for the first one thousand (1000) minutes of use or seven hundred (700) Message Units per month, per number. Regular Business Usage minutes of use (Part 4, Section 2, as applicable) and Message Unit charges (Part 4, Section 2) apply for minutes of use over 1000 or message units over 700. For non-sent-paid calls, e.g. collect, third party, or some other operator-assisted calls, billed to the SPNP-Remote telephone number, the Telecommunications Carrier is responsible for the payment of charges. (C)
 - c. SPNP-Remote provides a single call path for the forwarding of a call to the Telecommunications Carrier specified forwarded-to-number. Additional call paths (up to a maximum of 90) for the forwarding of multiple simultaneous calls are available on a per path basis. Additional call paths in excess of 90 will be provided where facilities permit.
 - d. Where technologically feasible, the Company will provide identification of the originating telephone number, via SS7 signaling, to the Telecommunications Carrier.

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SERVICE PROVIDER NUMBER PORTABILITY (cont'd)**F. Service Descriptions (cont'd)**

2. Service Provider Number Portability - Direct (SPNP-Direct)
 - a. SPNP-Direct is a local exchange telecommunications service which, for incoming dialed calls to SPNP-Direct numbers, provides for the delivery of the called (dialed) number to the Telecommunications Carriers' switching (central office or premises) equipment for identification and subsequent routing and call completion.
 - b. SPNP-Direct is available on either a per voice grade channel termination basis or per DS1 (24 equivalent voice grade channels) channel termination basis. SPNP-Direct transport may, at the option of the Telecommunications Carrier, be either self-provisioned by the Telecommunications Carrier pursuant to the rates, terms and conditions for the Company's AVOIS or ACOIS Service as specified in Section 16 of III. C.C. No. 21 or may be provisioned by the Company on the following basis.
 1. Where SPNP-Direct is provisioned on a per voice grade channel termination basis, SPNP-Direct VG Transport is provided using unbundled PBX Ground Start loops.
 2. Where SPNP-Direct is provisioned on a per DS1 channel termination basis, SPNP-Direct DS1 Transport is provided using DS1 Service as specified in Part 15, Section 3, as applicable.
 - c. SPNP-Direct service must be established with a minimum configuration of 2 K1 or DS0 trunk channels and one unassigned telephone number per switch, per arrangement for control purposes. Transport facilities arranged for SPNP-Direct may not be mixed with any other type of trunk group. Outgoing calls may not be placed over facilities arranged for SPNP-Direct service.
 - d. The calling party is responsible for payment of the applicable charges for sent-paid calls to the SPNP-Direct number. For non-sent-paid calls, e.g. collect, third party, or some other operator-assisted calls, billed to the SPNP-Direct telephone number, the Telecommunications Carrier is responsible for the payment of charges. (C)

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SERVICE PROVIDER NUMBER PORTABILITY (cont'd)**G. Rates and Charges**

| <u>Description /Billing Code/</u> | <u>Nonrecurring Charge^{/3/}</u> | <u>Monthly Price^{/3/}</u> |
|---|--|------------------------------------|
| 1. SPNP-Remote ^{/1/} | | |
| per number ported /UNMRF/ | \$0.00 | \$0.00 |
| per additional call path (1-5) /UNMRA/ | 0.00 | 0.00 |
| per additional call path (6-90) /UNMRA/ | 0.00 | 0.00 |
| 2. SPNP-Direct ^{/2/} | | |
| Service Establishment Charge | | |
| per SPNP-Direct trunk group, per switch /SEPUD/ | 0.00 | 0.00 |
| SPNP-Direct Channel Termination charges | | |
| per SPNP-Direct VG channel termination /UNMDM/ | 0.00 | 0.00 |
| per SPNP-Direct DS1 channel termination /UNMDH/ | 0.00 | 0.00 |
| SPNP-Direct Number Charges | | |
| per number ported /UNMDN/ | 0.00 | 0.00 |
| SPNP-Direct Transport Charges | | |
| per SPNP-Direct VG transport /UNMDT/ | 0.00 | 0.00 |
| per SPNP-Direct VG w/o transport /UNMDC/ | 0.00 | 0.00 |
| per SPNP-Direct DS1 transport /UNMDF/ | 0.00 | 0.00 |
| per SPNP-Direct DS1 w/o transport /UNMD1/ | 0.00 | 0.00 |
| Subsequent additions, deletions or rearrangements of SPNP-Direct trunk terminations in addition to above charges | | |
| per occasion /REAJD/ | 0.00 | 0.00 |

^{/1/} Service Ordering Charges, Service Coordination Fees, and Line Connection charges also apply. However, these charges are currently zero rated.

(C)

^{/2/} Service Ordering Charges, Service Coordination Fees, Line Connection Charges, Unbundled PBX Ground Start Loop Charges, Transport Charges, and AVOIS or ACOIS Cross Connect Charges (if applicable) also apply. However, these charges are currently zero rated.

^{/3/} The Company will track its costs of providing SPNP Remote and Direct and may recover these costs, if authorized by the Commission in an order approving a competitively neutral recovery mechanism. Pursuant to order of Ill. C.C. in Docket No. 95-0296 dated November 7, 1996.

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/1/ Material now appears in Part 20 Section 7, Sheet 1.

(N)

/1/ Material now appears in Part 20 Section 7 Sheet 2.

(N)

FLAT RATE PACKAGE**A. DESCRIPTION**

The Flat Rate Package offers residence customers a Residence Network Access Line (all Access Areas), unlimited Band A and B local calling (in Market Service Areas (MSAs) 1, 2, 3, 7, 9 and 15), Voice Mail/Unified Messaging^{/1} and a Customer Choice feature package at a package rate.

In MSAs 4, 5, 10, 12, 13 and 16, Flat Rate Package will include a Residence Network Access Line with unlimited local calls on a flat rate basis, Voice Mail/Unified Messaging^{/1} and a Customer Choice feature package at a package rate.

The Customer Choice feature package includes central office calling features, noted below, of which the customer can choose one feature. The Customer Choice feature package is only available to Flat Rate Package and Illinois (IL) Complete Choice Basic subscribers.

B. DEFINITIONS

The Flat Rate Package consists of the following services:

1. Residence Network Access Line
2. Usage
 - a. Unlimited Residence Band A and B local calling in MSAs 1, 2, 3, 6, 7, 9 and 15 or
 - b. Unlimited local calls in MSAs 4, 5, 10, 12, 13 and 16.
2. One feature from the Customer Choice feature package:
 - Automatic Callback
 - Call Forwarding
 - Call Waiting
 - Caller ID^{/3}
 - Repeat Dialing
 - Speed Calling 8
 - Three-Way Calling
 -
4. Voice Mail/Unified Messaging^{/1} with Voice Mail Features Package^{/2}

C. TERMS AND CONDITIONS

1. Residence customers currently subscribing to all services in the Flat Rate Package may request billing at the package price.
2. The service components of the Flat Rate Package are provided on a per line basis.
3. Customers subscribing to Flat Rate Package will benefit from the package rate until they either change or disconnect their service or change any of the features or services provided in the package.

^{/1}/ Voice Mail/Unified Messaging service is a nonregulated, nontelecommunications service offered only in conjunction with Flat Rate Package and is not subject to resale.

^{/2}/ Where facilities do not permit the provision of Voice Mail Features Package, Busy Line Transfer, Alternate Answer and Message Waiting Tone (USOC VFZ3F) will be provided.

^{/3}/ Caller ID (Number only) and Caller ID with Name may be considered one choice.

FLAT RATE PACKAGE (cont'd)**C. TERMS AND CONDITIONS (cont'd)**

4. When the customer changes or disconnects any components of the Flat Rate Package, the remaining components of the package will be billed at their individual guidebook rates.
5. Reductions in monthly rates for any other combinations of the services provided in this package on the same line, as specified elsewhere in this guidebook, do not apply to Flat Rate Package.
6. Service charges do not apply when existing customers change to the Flat Rate Package. Normal service charges apply to new customers establishing service with the Company.
7. Flat Rate Package is provided to residence customers only where appropriate facilities permit and package components are available.
8. In MSAs 4, 5, 10, 12, 13 and 16, the customer's bill may include a credit, where applicable, to achieve the rate stated in D., following.

D. PRICES

Prices for the Flat Rate Package are as follows:

1. Service Elements

| <u>Description / Billing Code</u> | <u>Monthly Recurring Rate</u> | |
|---|-------------------------------|-----|
| Flat Rate Package, per line / PGOUO / PGOU5 / | | |
| - Access Area A | \$26.00 | (I) |
| - Access Area B | 29.00 | (I) |
| - Access Area C | 29.75 | (I) |